

**OFFICE OF THE POLICE AND CRIME COMMISSIONER
FOR HUMBERSIDE
DECISION RECORD**

Decision Record Number **DR09/2024**

Title: **Contract Award, Humberside Independent Sexual Violence Advisor Service**

Executive Summary

This paper outlines the commissioning and procurement exercise of the Humberside Independent Sexual Violence Advisor (ISVA), service. The paper recommends for the tender to be awarded to The Blue Door CiC, for the Humber region. The service will provide increased emotional safety and wellbeing of people in Humberside who experience sexual violence and abuse. The service will support survivors to create a safe environment to help rebuild their lives, through the contract period 1st April 2024 – 31st March 2028 (the initial contract term).

The Blue Door CiC provided a strong tender, scoring high, following an open tender exercise that concluded in January 2024. The contract will utilise £1,84m of the Ministry of Justice (MoJ) victim grant, over the whole life cycle of the contract.

Decision of the PCC

Approve the outcome to award the ISVA contract to the successful bidder (Blue Door CiC), as the submission was the most economically advantageous tender received, at a total cost of £1,84m, over the contract term, covering the period 1st April 2024 – 31st March 2028.

Background Report: Open

Police and Crime Commissioner for Humberside

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct.

Any such interests are recorded below.

The above decision has my approval.

Signature



Date 22/02/2024

**POLICE AND CRIME COMMISSIONER
FOR HUMBERSIDE**

SUBMISSION FOR: DECISION

OPEN

Title: Contract Award, Humberside Independent Sexual Violence Advisor Service

Date: 20/2/24

1. Executive Summary

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The Blue Door CiC provided a strong tender, scoring high, following an open tender exercise that concluded in January 2024. The contract will utilise £1,84m of the Ministry of Justice (MoJ) victim grant, over the whole life cycle of the contract.

2. Recommendation(s)

Approve the outcome to award the ISVA contract to the successful bidder (Blue Door CiC), as the submission was the most economically advantageous tender received, at a total cost of £1,84m, over the contract term, covering the period 1st April 2024 – 31st March 2028.

3. Background

3.1 The current contract for the ISVA Service ceases in March 2024 and has previously been extended to cover up to this period.

3.2 An open Invitation to Tender was published in October 2023 for the Humberside ISVA Service. In support of this, the Procurement and Evaluation approach was approved in August 2023 and the procurement process has been completed in accordance with these agreed objectives and complied with both Contract Standing Orders and Public Procurement Regulations 2015 (PCR 2015).

3.3 The Evaluation process was remote and undertaken with subsequent moderation, conducted in a combined method, virtually via Microsoft teams and blended in person approach. Diane Holland, Senior Category Manager led the process. Subject matter expert evaluators being;

- Stewart Atkinson, Contracts & Commissioning Manager
- Tiffany Joannou, Contracts & Commissioning Officer
- Karen Rodgers Operation Soteria lead Humberside Police
- D.I James Clough PVP Humberside Police

3.4 The supplier landscape for Victim Services is extremely limited, five suppliers expressed an interest in the tender opportunity, only two suppliers requested TUPE information. At close of tender submissions only one bid was received from the incumbent supplier, Blue Door CiC.

3.5 The recommended bidder scored high, and submitted a compliant bid:

- Passed all elements of the Capability and Capacity Assessment;
- Submitted a tender price that is within the specified annual affordability threshold
- Offered an economically advantageous tender, i.e., combined percentage score for both quality and finance in line with the evaluation criteria.

3.6 The Experian report indicates a financial Delphi score of 13 out of 100 and indicates a high-risk Company with failure odds of 6:1. Recommendations to be undertaken post contract award to mitigate financial risk include:

- Contract Management meeting agenda to include financial status to closely monitor the organisations financial viability and in doing so construct and maintain a risk register.
- The Contract Terms and Conditions align to payment 30 days in arrears to mitigate risk for the PCC.
- Commissioning & contracting to maintain overview of all Contracts delivered by Blue Door, such as Local Authority Contracts which have interdependencies e.g., shared office accommodation.
- Maintain an overview of funding received in grants from other public bodies during the lifetime of the Contract which shall include as a minimum financial information together with the date period of each grant awarded.

3.7 Summary of Evaluation:

| | ITT (Maximum) | The Blue Door Support Service CiC |
|-------------------------------|------------------|--|
| Quality Total Score | 90 | 75 |
| Relative Quality % | 60.00% | 50.00% |
| Cost Total Score | - | £1,840,000 |
| Relative Cost % | 30.00% | 30.00% |
| Sustainability Total Score | - | £71,705.77 |
| Relative Sustainability % | 10.00% | 10.00% |
| Total % | 100.00% | 90.00% |
| Rank | | 1 |

3.8 This procurement has delivered the stated commissioning and procurement objectives and as such the bidder proposed to:

- Deliver ISVA and counselling services appropriate to survivors' wants and needs within a person-centred, trauma informed approach.
- Provide high-quality, timely and accurate information to service users and key stakeholders about their care and support options, to ensure that service users are fully involved in decisions about their care and support.
- Maximise the use of the justice system in holding perpetrators to account and increasing personal and public safety. Working effectively with all existing stakeholders, including sexual violence and abuse services, criminal justice system agencies and the wider community.
- Provide Clear access and contact points for survivors across a continuum of need, including acute, non-acute, recent, and non-recent cases in Humberside.

- Collaborate with domestic abuse services, leads and stakeholders in liaison with NHS services, SARC and mental health care providers to ensure best care for service users and exit strategies from support.
- Co-locate services with key stakeholders to ensure equitable access and engagement
- Target service promotion into hidden populations and multi-agency approaches on national and local police initiatives, VAWG plan.
- Support and enable peer led recovery groups and service user involvement that informs service development and improvement cycle, regular reporting to demonstrate achievement of outcomes, goals in relation to service user wants, accessibility, safeguarding, coping and improved service user wellbeing.
- Provide training and awareness for partner agencies and frontline staff to understand the needs of survivors and assist them in responding appropriately to access relevant support and services.
- Support referrals into appropriate community based and voluntary sector support services, i.e., housing, employment, financial advice, parenting advice.
- Aid service users to use self-help materials, recovery toolkits, accessibility, and neurodiversity.
- Provide contract and performance data to ensure services and specifications are fit for purpose.
- Deliver successfully against the Victim's Law and Humberside Police and Crime Plan Indicators of Performance.

4. Options

1) Award contract:

This option is recommended because it allows the OPCC and the respective Partnership collaboration to proceed and bring increased value, service provision and evidence-based interventions to the Humber area. This option enables identified need to be met and obligations detailed within section 3 of this report.

2) Do not award contract:

This option is not recommended:

- Does not represent any added value the PCC's Police and Crime Plan priorities as detailed within this report.
- Reputation risk to the OPCC and partnership collaboration by not meeting MoJ grant and Victims Law obligations/Victim and Prisoners Bill/Police and Crime Plan Priorities and meet highly prioritised services for victims.
- Reputational risk in terms of stakeholder expectations.

- The market landscape is limited and a retender would not guarantee value for money.

5. Financial Implications (Seek financial advice from Chief or Deputy Chief or Deputy Chief Finance Officer)

5.1 The total funding requirement is £1,84m can be accommodated through the core MoJ Victims grant:

| | YEAR 1 – (01 April 24 - 31 March 2) | YEAR 2 - (01 April 25 - 31 March 26) | YEAR 3 - (0 1April 26- 31 March 27) | YEAR 4 - (01 April 27 - 31 March 28) |
|------------|---|--|---|--|
| Humberside | £457,375.00 | £460,875.00 | £460,875.00 | £460,875.00 |

6. Legal Implications (Seek advice from Legal Services)

Supported and approved by Force Regional Procurement and complied with both Contract Standing Orders and Public Procurement Regulations 2015 (PCR 2015).

7. Driver for Change/Contribution to Delivery of the Police and Crime Plan

This investment will contribute directly to aims one and two of the Police and Crime Plan through:

- **Engaged, resilient and inclusive communities:** communities are confident that they can access support, receive a proportionate, speedy, and effective outcome and sense of justice.
- **Safer Communities:** The service provides specific safety information to service users, whilst also raising awareness within the criminal justice system about the safety options and risks facing victims.
- **Effective organisations:** Liaising and advocating with a range of criminal justice system agencies, enabling the system work better for local communities. The aim is to enhance the criminal justice system and in particular the police response to all victims, working together and providing a multi-agency approach to the support, advocacy, and communication with victims.

8. Equalities Implications (Have due regard to the Public Section Equality Duty)

Full EIA has been completed as part of the commissioning (ITT).

9. Consultation

Extensive consultation has taken place to inform the specification, not least between:

- Marketplace and visioning event held in May 2023.
- Criminal Justice Board (and relevant subgroups).
- Community Safety Partnerships
- Safeguarding Partnerships
- Legal
- Information Governance & Compliance
- Request for Information sought from Suppliers

10. Media information (Seek advice from Head of Communications)

Once the standstill period is concluded and service has mobilised there will be a media briefing produced for communication and engagement manager, and partnership briefing for key stakeholders.

11. Background documents (This will be published if open)

Regional Procurement contract Award Summary Document

12. Publication

Open, following conclusion of standstill period

13. DPIA considered (Data Protection Officer will complete full checklist – see attached)

Full DPIA is being progressed with full contract award.